

2nd Opinion?



Patients are entitled to second opinion, however; when the specialty requested has more than one provider in DACH every effort will be made to appoint the patient within the Medical Treatment Facility and not to a network provider.

We are TRICARE. The contractor is our partner. We are making a strong program even better.

The TRICARE Managed Care Support Contractor for this region is:
Humana Military Health Services (HMHS)

The regional contractor Web sites and telephone numbers are:
TRICARE SOUTH
<http://www.humana-military.com>
1-800-444-5445

Beneficiaries may also obtain and update their information at
<http://www.tricare.osd.mil/DEERS>
or fax address changes to DEERS at
831-655-8317

Other TRICARE Web sites:
<http://www.tricare.osd.mil>
<http://www.tricareonline.com>

We are located in Building 36027
Santa Fe Avenue,
Fort Hood Texas 76544
7:30 a.m. - 4:30 p.m.
254-553-1846
FAX: 254-553-1818



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Referral Management Branch



Welcome

Referral management is the process for managing and tracking patient referrals, both internal and external to the Medical Treatment Facility.

The Referral Management Branch is responsible for the referral management operations between the Medical Treatment Facility and the TRICARE contractor, HUMANA Military Health Systems. The Referral Management Branch is an important component to patient-centered-care.

Referrals for Medical equipment and supplies will also be managed by the Referral Management Branch after the referral for the medical equipment is entered in the Composite Health Care System.

The Referral Management Branch Nurse Consultants will perform a medical necessity review (MNR) as well as a covered benefit review (CBR) on all referrals sent to the Referral Management Branch.

Only after the above review is done and a determination that the capacity and or care is not available at Darnall will the referral be sent to HUMANA for authorization.

The Referral Management Branch will work very closely with the medical treatment facility (MTF) providers and the Clinical Operations Division to review specialty consults for availability of care within the MTF for all Prime enrolled beneficiaries.

Please call the Referral Management Branch with any questions that you may have. They may be reached at **254-553-1846**.



TRICARE ON THE GO

TRICARE Prime, your military health care plan, travels with you as you travel from region to region, but there are certain things you should know before seeking care while away from your primary care provider.

Emergency Care

If you have a medical emergency while traveling, go to the nearest emergency room. Authorizations are not required for emergencies; however, you should keep all receipts and paperwork for your records and contact your primary care provider within 24 hours of receiving care. This will ensure proper and quick payment. For more information, contact **Humana-Military Healthcare at 1-800-444-5445**.

An emergency is a medical or psychiatric condition that would lead a prudent, non-medical person to believe the lack of immediate medical attention would threaten life, limb or sight. In these cases, emergency care is also appropriate to relieve severe pain or suffering. Examples of emergency conditions include, but are not limited to loss of consciousness, shortness of breath, chest pain, heart attacks, uncontrolled bleeding, sudden weakness or paralysis, poisoning or suicide attempts. Normal labor and delivery of a child after the 34th week of pregnancy is not considered an emergency and

PEDIATRIC SPECIALTY PROVIDERS

The following providers come to DACH each month from BAMC/WHMC. The Referral Management Branch manages the referrals and appointments for them.

- Cardiology
- Developmental
- Endocrinology
- Gastroenterology
- Hematology/Oncology
- Nephrology
- Neurology
- Orthopedics
- Pulmonary
- Urology

Please call the referral center and ask to speak with the Pedi Nurse at **553-1846** for questions related to Pediatric Specialty Care.

delivery at a civilian hospital after this time can result in additional charges.

Urgent Care

If you need to see a provider for an urgent medical problem (office visit) that cannot wait until you return from your travel, you must first make sure that the provider you select will accept TRICARE. Ask the provider to fax a consult sheet with information on the reason for your visit to area code **(254) 553-1819 (Darnall Army Community Hospital Referral Management Center)**. The Referral Management Center will process the consult and fax an authorization back to the provider on the next business day. If proper authorization is not sought for urgent care, you will be billed under the Point-of-Service option, resulting in higher costs to you. It is also recommended that you notify your primary care provider to let them know that you have seen another physician soon after you have received care. Examples of urgent conditions include, but are not limited to, sprains, colds, earaches, sore throats, and a rising temperature.

Routine Care

Routine is **not** authorized while traveling. Please visit your primary care provider upon your return.